

# SWALLOWFIELD MEDICAL PRACTICE

## Patient Group Meeting

## Minutes

10 July 2017

- |  | Action |
|--|--------|
| 1 <b>Present:</b> Dave, Roberta, Fran, Jane, Mike Roger, Jess, Will, Shaun<br><b>Apologies:</b> Sandy, Angela  |        |
| 2 <b>Welcome</b><br>Roberta welcomed everyone to the meeting, especially Shaun as this was his first meeting as Practice Manager at Swallowfield - introductions all round.  |        |
| 3 <b>Enhanced Access</b><br>Fran discussed the current provision of enhanced access appointments with the group -this includes late evenings on Monday, early mornings on Tuesday and Thursday plus alternate Saturday mornings with an additional nurse clinic once a month on a Saturday. Once Dr Dugmore returns from maternity leave there will be additional late/early appointments on a Thursday. The group were happy that this provided satisfactory cover outside of normal opening hours and were concerned that too much pressure was not put on an already overstretched doctor resource and cause excessive stress.<br>We have introduced Acute Illness clinics which has relieved some of the pressure on duty doctors and want to expand this where possible. Dave suggested that GPs made a list of common ailments they see that could be treated by alternative clinicians so that we know, as we expand, what sort of resources we require most. | FL     |
| 4 <b>Staffing Update</b><br>We have new members of staff in reception - Joanne and Amanda who starts at the end of August plus a new dispenser, Julie who is partly trained already so shouldn't take too long to meet the fully trained requirement. Ali Henderson, Assistant Practice Manager, left at the start of July. Dr Lyons is leaving at the end of August - she wants to spend more time with her young family - Dr Choudry has agreed to continue as a locum until January. Dr Dugmore returns from maternity leave at the beginning of September.   |        |
| 5 <b>Newsletter</b><br>Ideas for Autumn newsletter: apart from the usual flu, staff, extension updates Mike suggested that we concentrate on a specific disease area writing about common causes, treatments, stages of the disease, medications and doses etc. Clinical areas: Heart Failure, Atrial Fibrillation, Diabetes, Asthma, COPD. Each article can be 'personalised' to Swallowfield eg by indicating how many patients currently are diagnosed with that condition, pointing patients to websites eg Patient UK and the community navigator for more information and support.. Mike agreed to write the first article on Heart Failure - deadline for submission to Fran is 18 August so that she can edit as appropriate.<br>It was suggested that a message should be put on the notice board screens asking people if they have read the latest newsletter...  | MH/FL  |

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### 6 Extension Update

The Swallowfield Extension is due to start in early September. The soil survey revealed there is no requirement for piling. An asbestos survey was all clear. The district nurses have now relocated to the Shinfield Health Centre which gives us more flexibility to accommodate staff and dispensary stock during the renovation/extension building phase. Parking will be an issue as staff will be unable to use the staff car park. Fran has already spoken to the Parish Clerk re use of the village hall (although there will be limitations here too due to the building work at the shop). Roberta kindly offered her driveway for 2 cars.

### 7 Shinfield Relocation

Our paper was presented to the Primary Care Commissioning Board in June and was approved on the proviso that we make clear our opening hours plan and also work collaboratively with the current occupants - Shinfield Medical Practice. We have tried to arrange meetings with both the management and partners of Shinfield but so far have had no acknowledgement. We will continue to try and communicate.

Space at Shinfield will give us an additional 7 consulting rooms plus an admin office and small reception area. This will occupy part of the first floor, signage from the ground floor will point patients to the first floor and Swallowfield Medical Practice. A lift is available for elderly/disabled patients.

We hope to eventually rent out our existing Shinfield branch surgery to allied healthcare services eg physiotherapy, occupational therapy.

We will continue to hold surgeries in our Arborfield clinic at the village hall. Finchampstead surgery are also extending and will be able to take patients from the new build in Arborfield.

Jane asked a question regarding numbers of patients from Arborfield who use the voluntary car service - currently numbers are small, but the car service is recruiting drivers in the area so the situation will undoubtedly change going forward.

#### **AOB**

Roberta mentioned the 60H bus now goes from Mere oak Park and Ride via the Royal Berkshire Hospital

**Date of next meeting: 4 September 2017 - 6.30pm**

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